Cisco Unified IP Phone 6921

Product Overview

The Cisco® Unified IP Phone 6921 is a new and innovative endpoint that delivers affordable, business-grade voice communication services to customers worldwide.

The Cisco Unified IP Phone 6921 supports two lines and offers a full-duplex speakerphone for a more productive, more flexible, and easier-to-use endpoint experience. The Cisco Unified IP Phone 6921 supports single-call per-line appearance, offering traditional telephony-like user experience for customers who seek this type of call interaction for their users. Fixed keys for hold, transfer, and conference; tri-color LED line and feature keys also make the phone simpler and easier to use.

The Cisco Unified IP Phone 6921 offers greater personalization, with the choice of two colors and two handset style options. Right-to-left language presentation is also supported on the displays, addressing the language localization needs of global customers.

The Cisco Unified IP Phone 6921 is also more energy-efficient and eco-friendly, in support of customer green initiatives. A Deep-Sleep option provides energy savings. With this option, the Cisco Unified IP Phone 6921 consumes up to 50 percent less power in off-hours versus when the phone is idle during normal business hours. In addition, reground and recyclable plastics deliver a more earth-responsible solution.

Features and Benefits

Tables 1 through 6 give features and other information about the phones, and Table 7 gives ordering information.

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Table 1. Features and Benefits

Feature	Benefit
Lighted Hold key	The key lights when pressed to put a call on hold and stays lit until the held call has been resumed, or flashes if one call is held while another is engaged; the key is dark when no calls are on hold.
Lighted Menu key	The key lights when pressed to access voicemail messages, call logs, network settings, user preferences, corporate directories, and XML services; it stays lit while menu items are active.
Lighted message waiting indicator	The key lights when there is new voicemail, and the light is visible on both the phone chassis and the handset; it stays lit until you process your new voicemail.
Graphical display	A 396 x 81 pixel-based, anti-glare, monochrome display with white backlight provides scrollable access to calling features and text-based XML applications.
Deep-Sleep option	Power savings can be recognized by cycling power by time of day and day of week.
Co-branding	Co-Branding button allows customers to include their logo on the Cisco Unified IP Phone 6900 Series phones. Cisco has approved third-party vendors to produce the buttons.
Multiple-language support	The following languages are supported: • Arabic (Arabic area) -- February 2010 • Bulgarian (Bulgaria) • Catalan (Spain) • Chinese (China) • Chinese (Hong Kong) • Chinese (Taiwan) • Croatian (Croatia) • Czech (Czech Republic) • Danish (Denmark) • Dutch (Netherlands) • English (United Kingdom) (Prompts only • Estonian (Estonia) -- February 2010 • French (France) • Finnish (Finland) • German (Germany) • Greek (Greece) • Hebrew (Israel) -- February 2010 • Hungarian (Hungary) • Italian (Italy) • Japanese (Japan) • Latvian (Latvia) -- February 2010 • Lithuanian (Lithuania) -- February 2010 • Korean (Korea Republic) • Norwegian (Norway) • Polish (Poland) • Portuguese (Portugal) • Portuguese (Brazil) • Romanian (Romania) • Russian (Russian Federation) • Spanish (Spain) • Slovak (Slovakia) • Swedish (Sweden) • Serbian (Republic of Serbia) • Serbian (Republic of Montenegro) • Slovenian (Slovenia) • Thai (Thailand) • Turkish (Turkey)
Speakerphone	Full-duplex speakerphone allows for flexibility in placing and receiving calls.
Headset support	RJ9 interface to optional headset allows customers to enjoy additional options for place and receiving calls.
Four softkey buttons and a scroll toggle bar	Your calling options are dynamically present; the scroll toggle bar allows easy movement through the displayed information.
Network features	Network features include Cisco Discovery Protocol and IEEE 802.1 p/q tagging and switching.
Ethernet switch	The phone has a 10/100BASE-T Ethernet connection through two RJ-45 ports, one for the LAN connection and the other for connecting a downstream Ethernet device such as a PC.

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Volume control	A volume-control toggle provides easy decibel-level adjustments of the handset, monitor speaker, and ringer.
Dual-position foot stand	The display is easy to view and the buttons and keys are easy to use; you can remove the foot stand for wall mounting, with mounting holes located on the base of the phone.
Multiple ring tones	The phone offers seven user-adjustable ring tones.
American Disabilities Act (ADA) features	The hearing-aid-compatible (HAC) handset meets the requirements set by the ADA; it also meets ADA HAC requirements for a magnetic coupling to approved hearing aids. The phone dialing pad also complies with ADA standards.
Signaling protocol support	The phones are supported in Cisco Unified Communications Manager and Cisco Unified Communications Manager Business Edition Versions 7.1.2 and later using Skinny Client Control Protocol (SCCP).
Codec support	G.711a, G.711, G.729a, G.729b, and G.729ab audio-compression codecs are supported.
Voice quality	Comfort-noise generation and voice-activity-detection (VAD) programming is provided on a system basis.

Table 2. Software and Physical Specifications

Specification	Description
Firmware upgrades	You can download firmware changes from Cisco.com.
Software upgrades	Software upgrades are supported with a Trivial File Transfer Protocol (TFTP) server.
Dimensions (H x W x D)	Cisco Unified IP Phone 6921: 164 x 188 x 205 mm (6.4 x 7.4 x 8.1 in.)
Weight	Cisco Unified IP Phone 6921: Standard: 1031g (36 oz); Slimline: 940g (33 oz)
Phone casing composition	Polycarbonate acrylonitrile butadiene styerene (ABS) plastic

Table 3. Power Requirements

Power Requirement	Description
Cisco Power over Ethernet (PoE)	The phones work with Cisco PoE from any Cisco Inline Power-capable switch.
IEEE 802.3af PoE	The phones can receive power from IEEE 802.3af-compliant blades.
Local power	The phones can also be powered locally with a power adapter (CP-PWR-CUBE-3=) along with one of the power cords listed in Table 4.

Table 4. AC Region and Country-Specific Power Cords

Part Number	Country
CP-PWR-CORD-AP=	Asia Pacific
CP-PWR-CORD-AR=	Argentina
CP-PWR-CORD-AU=	Australia
CP-PWR-CORD-CE=	European Community
CP-PWR-CORD-CN=	China
CP-PWR-CORD-JP=	Japan
CP-PWR-CORD-NA=	North America
CP-PWR-CORD-SW=	Switzerland
CP-PWR-CORD-UK=	United Kingdom

Table 5. Temperature Ratings

Temperature Variable	Description
Operating temperature	32 to 104ºF (0 to 40ºC)
Relative humidity	10 to 95% (noncondensing)
Storage temperature	14 to 140ºF (–10 to 60ºC)

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Table 6. Certifications

Regulatory Compliance	CE Marking
Safety	• Underwriters Laboratories (UL) 60950 • Canadian Standards Association (CSA) C22.2 No. 60950 • EN 60950 • IEC 60950 • AS/NZS60950 • TS 001
Electromagnetic compatibility	• Federal Communications Commission (FCC) Part 15 (CFR 47) Class B • ICES-003 Class B • EN55022 Class B • CISPR22 Class B • AS/NZS CISPR 22 Class B • CISPR 24 • VCCI Class B • EN55024 • EN 50082-1 • EN 61000-3-2 • EN 61000-3-3 • EN 61000-6-1
Telecom	• FCC Part 68 (CFR47) HAC • TIA 810A
Regulatory compliance	• CE Marking

Table 7. Ordering Information

Product Name	Part Number
Cisco Unified IP Phone 6921, Charcoal, Standard Handset	CP-6921-C-K9=
Cisco Unified IP Phone 6921, Charcoal, Slimline Handset	CP-6921-CL-K9=
Cisco Unified IP Phone 6921, White, Standard Handset	CP-6921-W-K9=
Cisco Unified IP Phone 6921, White, Slimline Handset	CP-6921-WL-K9=
Note: All Cisco Unified IP Phones require the purchase of a phone technology license, regardless of call protocol being used.	
Optional Accessories	
Description	SKU
Arctic White Narrowband Light Handset	CP-LHS-AW-NB=
Arctic White Narrowband Medium Handset	CP-MHS-AW-NB=
Charcoal Grey Narrowband Light Handset	CP-LHS-CG-NB=
Charcoal Grey Narrowband Medium Handset	CP-MHS-CG-NB=
Arctic White Handset Cord	CP-HS-CORD-AW=
Charcoal Grey Handset Cord	CP-HS-CORD-CG=
Arctic White Locking Wallmount Kit for 6921 & 6941 Series	CP-WMK-AW-6900=
Charcoal Locking Wallmount Kit for 6921 & 6941	CP-WMK-C-6900=

Warranty

Cisco Unified IP Phones are covered by a Cisco standard 1-year hardware warranty.

Cisco Unified Communications Services and Support

Using the Cisco Lifecycle Services approach, Cisco and our partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications System. These services are based on proven methodologies for deploying, operating, and optimizing IP communications solutions. Initial planning and design services, for example,

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can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support. Optimize services enhance solution performance for operational excellence. Cisco and our partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

For More Information

For more information about the Cisco Unified IP Phone 6921, visit http://www.cisco.com/go/ipphones/6900 for Product Home Page or contact your local Cisco account representative.

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